

CHUCK e. FOCUS

Week 9 – March 8, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Doylestown, PA #762	\$15,320	\$28,454	85.7%
2.	Hattiesburg, MS #566	\$21,810	\$33,357	52.9%
3.	Salisbury, MD #771	\$23,505	\$34,277	45.8%
4.	New Hartford, NY #646	\$14,497	\$20,867	43.9%
5.	Rohnert Park, CA #399	\$35,081	\$49,002	39.7%
6.	Westheimer, TX #858	\$38,209	\$52,857	38.3%
7.	San Diego, CA #441	\$33,020	\$45,369	37.4%
8.	Weslaco, TX #862	\$31,852	\$42,895	34.7%
9.	Ft. Wayne, IN #946	\$39,480	\$53,151	34.6%
10.	Regina, SK #872	\$20,713	\$27,643	33.5%

Tesser Re-Models:

1.	Houston, TX #032	\$28,256	\$51,411	81.9%
2.	Indy Castleton, IN #096	\$34,218	\$57,076	66.8%
3.	Foothill Ranch, CA #371	\$22,299	\$31,233	40.1%
4.	Buford, GA #616	\$30,063	\$41,824	39.1%
5.	Potomac Mills, VA #071	\$44,261	\$60,943	37.7%



FUNDAMENTALS TRAINING



Pictured left to right: Micah Hardt – L&D, Bradley May – IT, Antonio Flores – Talent Acquisition, Celeste Stevenson – Facilities, Nicole Flores – Talent Acquisition, Ava Dodd – Benefits, Sondra Fincher – L&D

Another successful FUNdamentals training session is in the books!
Welcome to the Chuck E. family all our new on-boarders!

a&b moments...

I was at Chuck E. Cheese's today located in Syracuse, NY. When I got there it was on the TV as 6 minutes until Chuck E. came out. **This is my nephew's favorite part of the visit.** Once Chuck E. came out and was dancing with the kids I saw the big smile on his face **which warmed my heart in a million different ways.** Your employee Trinity, was awesome! She was up there busting all the moves with Chuck E. and all the kids **and she had a big smile on her face like she really enjoyed her job.** This was great to see, because a lot of times you will come in to contact with people in places who look depressed to be there. I want to thank you for your time and hope Trinity gets the recognition that she deserves.

Northeast Region ~ Syracuse, NY #526 ~ RVP Chris Kelly ~ DM Shawna Vazquez ~ GM Jennifer Coon ~ Cast Member Trinity

I just wanted to send a formal feedback letter in regards to my experience at the Waterford, FL location. To begin, if I'm being honest, I was hesitant to book a party. Online ordering for any given service can be murky, because you're never quite assured the information is received and the information you receive is accurate. Still, for 6 months, my son asked for a Chuck E. Cheese birthday. He saw a commercial once, and did not stop asking throughout the year. So I dove right in to the booking process. It was so easy that it made me anxious! Victoria the party planner called me a few days ahead of time. I honestly expected the staff to be primarily part time teens who just wanted some gas money. **So my first contact with Victoria was refreshing.** She walked me through the entire process, and I felt more at ease. From there, I was beginning to develop optimism. Then in the hours leading up to our party, I became nervous. All of the 'what if's' circled in my head and I was prepared to show my reservation details upon arrival, in the event things weren't as planned. Unfortunately, so many businesses today offer a myriad of options and fail to deliver. I've had it happen with past birthdays elsewhere and was prepared to give my son a pep talk if things didn't go right. Maybe I was jaded, but I really had no reason to worry. Upon arrival, **Alexus greeted us with her warm smile.** She gave me a full run down of the itinerary. Again, my jaded self anticipated something to go wrong. When I saw the itinerary, I was worried we might be cycled through like a number. I was so wrong. **Alexus was truly helpful and professional.** She took care of everything and was so kind. She walked us through each step, being patient with the kids as they gathered for each activity. **Alexus stood out to me. She was sincere and kind, and so guest oriented to our table.** Everyone felt welcomed. Another person who stood out was Chuck E. My son just turned 4 for his birthday, and he's still young and doesn't understand some concepts. Chuck E. was so patient as my son grabbed and hugged him. He spent so much time engaging my son, and never rushed him away. **The experience was met, and exceeded every expectation I had, by a wide margin.** We will be lifelong guest and will host more parties with you due to this experience. Thank you Waterford team, and Chuck E. Cheese for making my son's birthday a memorable and treasured experience.

Southeast Region ~ Waterford, FL #722 ~ RVP Bill Eich ~ DM Seneca Gray Robinson ~ GM James Brunck ~ Party Coordinator Victoria ~ Party Server Alexis

We had a birthday party here on Saturday the 23rd and Jazzell was our wonderful host/party planner for the event. She was totally **on top of things food-wise** (we had a kid with nut allergies). She made sure we were satisfied with how the party was going and checked in regularly. **We were very impressed** and will recommend Chuck E. Cheese to our friends because of the great service.

Western Region ~ Pinole, CA #768 ~ RVP Jim Brawley ~ AD Adam Shafran ~ GM Ryan Rodriguez ~ Party Server Jazzell

anniversaries

20+ YEARS

35 YEARS

Sandi Statham

Administrator, Treasury

25 YEARS

Beth Morgan

Core Cast Member ~ 580

20 YEARS

Stephen Riggs

General Manager ~ 055

20 YEARS

Robert Lane

District Tech Mgr ~ NE Region

10 YEARS

Trisha York ~ 055

Shirley Ainscough ~ 667

5 YEARS

Michelle Delgado ~ 119

Frank Noto ~ 716

Scott Suzano ~ 753

Pin earners



Congratulations to Team Naperville #097 as they award their next Ruby Pin Earner, Kimmy Geffrard! Kimmy joined the Chuck E. family 2 years ago, and has been a super star ever since. She is always keeping a positive attitude and making sure her party is the happiest and most satisfied in the restaurant. You will always find Kimmy with a smile on her face. Thank you Kimmy, for all you do. Your Ruby Pin is very much deserved!

~ Host Kim was great and helpful. She was on top of everything! Absolutely loved her. ~
~ Our Party Host was fabulous. ~
~ Good service and good host. ~
~ Kim was amazing! ~

Congratulations to team Houston #033, as they have their next ruby pin earner, Leslie Hernandez! Leslie joined the Chuck E. family just 5 MONTHS AGO! She has been soaring to the top and winning the hearts of our guests by keeping a positive attitude throughout the day, and she is a big believer of the 2 rules at Chuck E. Cheese: Every Guest Leaves Happy, and Have Fun While You Work. Thank you Leslie, for all you do. Your Ruby Pin is very much deserved!



~ Leslie as awesome! The kids had so much fun. This was his first party and we will definitely be back. Leslie worked with my party as they staggered in and everyone was served accordingly. We had a wonderful experience here. ~
~ My kid loved it! Leslie was awesome! The kids has so much fun. This was his first party and we will definitely be back. Leslie worked my party as they staggered in and everyone was served accordingly. We had a wonderful experience here. ~
~ Leslie was very friendly, she made sure our party was a success. ~
~ Leslie made sure that everything went as planned. She went above and beyond for us. This is my first time planning a party but she assured me everything was going to be fine and it was. ~



Team Houston #033 has yet another Ruby Pin earner, congratulations to Arizandy Yanez! Arizandy joined the Chuck E. family 2 years ago, and loves what she does! She is big on communication throughout the entire party and remembering that there are no redo's on a party. Because of this, she makes sure to give every one of them her all. Thank you Arizandy for all you do, your Ruby Pin is very much deserved!

~ Arizandy was amazing she was friendly and hospitable. She treated us like we were her family. She needs to be a trainer. She explained all the services offered and suggested extras if needed the atmosphere was very calm and we really enjoyed the organization that Arizandy had to keep us on track. Thanks! ~
~ Arizandy was an excellent server. She made my experience stress-free. ~
~ Everything was awesome and Zandy was a great hostess. ~

Congratulations to Team Dallas #949, as they award their first Ruby Pin Earner, Jacqueline Fisher! Jacqueline joined the Chuck E. family 1 ½ years ago, and has been a bright spot in the Dallas store since! You will always find Jacqueline checking in on her parties to ensure that they are having the time of their lives. She lives by the motto, "Every Guest Leaves Happy". Thank you Jacqueline for all you do, your Ruby Pin is very much deserved!

~ She was a very nice person! ~
~ Jacqueline was awesome, the best! ~
~ Jacqueline was great. She made my party experience wonders. ~





MARKETING

SPRING BREAK OFFER

**Spring Break = FUN BREAK
at Chuck E. Cheese's!**



This year, we are offering an All You Can Play coupon to our email subscribers! Emails will be deployed the week your restaurant has spring break happening in your area.

Offer: Free 15 minutes of All You Can Play with an All You Can Play purchase of 30 minutes or more
Offer Dates: Only valid Monday-Friday

For further details regarding this exciting offer, please refer to communication sent out by Marketing in the weekly MAC

Group Events

Effective Thursday, March 7th, the minimum size required to book a Group Event is now just:

6 kids! (previously 10)

We would like to remind stores, please watch to ensure birthdays are not booking as group events. This change is effective for both US and Canada restaurants.

New Ordering Site

The New Restaurant Ordering Website is now ready and available for General Managers to begin placing orders! This new site is live on your BOH PC and will combine ASB and DataSpan into one site, as well as give you the ability to order replacement Marketing materials and POP!

For more details regarding this site, please refer to the communication sent out by Marketing.

Questions? Please contact ncooper@cecenterentertainment.com



RISK
MANAGEMENT

RISK management

Tip of the Week:

**Report all employee injuries or accidents to
The Network: 1-877-232-2524**



**Remember...All employee injuries should be
reported within 24 hours.**



FACILITIES

SAFETY COMPLIANCE DOCUMENTS

Health & Fire Safety Compliance Documents

Fire and health inspectors will always ask for your most recent fire inspections and grease manifest when they enter your restaurant.

If you keep them on hand in a place for any Manager on duty to access quickly, it will eliminate their spare time to find items with issues, costing you money.

Use a binder, expandable folder, or file to store these inspection reports and keep in your office.



INTERNATIONAL
DEVELOPMENT

INTL. DREAM Team

Do you have a dream to travel and see the world?

Do you have a desire to Train?

Do you have an itch to spread Chuck E. culture and hospitality?

The International Dream Team is looking for **YOU**

to help open new restaurants in:

Egypt, Jordan, India, Kuwait,
Oman, El Salvador, Costa Rica

Requirements:

- ✓ Kitchen, Cash, Gameroom, and Showroom Certified Trainers
- ✓ TEAM2 Level, OC, Manager, or Tech
- ✓ Current Passport
- ✓ Able to travel for 4 weeks at a time
- ✓ Must have DM/GM approval to apply
- ✓ Willing and able to work long hours setting up, cleaning, and training
- ✓ Perfect job knowledge of your AOI
- ✓ Good communicator and adaptable
- ✓ GREAT hospitality and the ability to have fun while you work

If you meet these requirements and are interested, please contact Denis Richardson, Franchise

Business Senior Director at:

drichardson@cecenterainment.com



MERCH

ACRYLIC TAG HOLDERS

Need more price tag holders?

No worries! We have a couple of options for you!



Option 1: If you still have your red 500 ovals, tape the new price tag to the front



Option 2: Use your buffet LTO card holders to display your new price tag

If you need more acrylic ticket holders, you can order these from games/parts item #M-PHS065



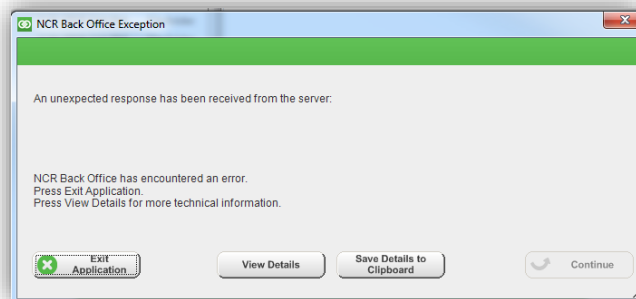
NBO UPGRADE

An NBO Upgrade is coming your way on Wednesday, March 13th from 1PM – 5PM CST

What does this mean for you?

NBO will be UNAVAILABLE while the upgrade is in progress.

If you try to open NBO during the upgrade process, you will receive the following error:



If your order day is Wednesday, you **MUST** ensure your order is placed **BEFORE** the upgrade takes place!



OPERATIONS

MY FAVORITE FUN



CHUCK E. CHEESE'S HOT JOBS



General Manager

834 ~ Edmonton, AB
363 ~ Hayward, CA
410 ~ Sacramento, CA
115 ~ Littleton, CO
349 ~ Batavia, IL
315 ~ Las Vegas, NV
653 ~ Yonkers, NY

840 ~ Amherst, NY
738 ~ Sharonville, OH
740 ~ Canton, OH
565 ~ San Antonio Stone Oak, TX
856 ~ Waco, TX
652 ~ Richmond, VA
603 ~ Appleton, WI

District Manager

Latin American Operations Consultant

Tech Manager

671 ~ Little Rock, AR
108 ~ Redwood City, CA
414 ~ Murrieta, CA
784 ~ Vista, CA
066 ~ Jax-Orange Park, FL
778 ~ Naples, FL
605 ~ Savannah, GA
612 ~ Fayetteville, GA

615 ~ Fayetteville, GA
073 ~ Matteson, IL
670 ~ Columbus, IN
401 ~ Gaithersburg, MD
478 ~ Danvers, MA
713 ~ Southgate, MI
568 ~ Lincoln, NE
332 ~ Albuquerque, NM
561 ~ Cincinnati Colerain, OH

754 ~ Lima, OH
539 ~ Reading, PA
055 ~ Knoxville, TN
970 ~ Memphis, TN
031 ~ Tyler, TX
857 ~ Sherman, TX
972 ~ Roanoke, VA
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

interested in a peter piper opportunity?



Tech Manager
Tech Manager

Gilbert & Williams Field, AZ #1225
Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions